



JOB DESCRIPTION SERVICE TECHNICIAN

INTRODUCTION:

You are being employed as a Service Technician and you will be responsible for deployment, installation, maintenance, and service of the HP printer and multifunctional equipment sold and/or serviced by the company as well as sales and/or delivery of supplies and installation of some supplies as needed. Your job will be defined by additional responsibilities and expectations including but not limited to the following.

SUMMARY:

(i) Identify and contact prospective clients, generate sales proposals, and service existing accounts, (ii) ensure quality and consistency of service and/or product delivery, (iii) manage sales of the company's products and services in a fairly large geographic area, and (iv) establish effective communications with appropriate executives and managers to ensure proper sensitivity to sales needs.

DUTIES AND KEY RESPONSIBILITIES:

- Install, service, and maintain HP printers and copier/mfp equipment at customer's premises within specified guidelines and to customer's satisfaction.
- Service HP analog and digital copiers, faxes, printers, and other office solutions equipment.
- Accurately report all activities and time using standard methodology to ensure accurate customer billings and internal records.
- Complete all service reports correctly and on a timely basis.
- Maintain tools, supplies and accurate trunk inventory.
- Present a professional image in all interactions with customer and other departments.
- Provide timely and courteous customer service to reduce customer service issues.
- Strive to maintain a high level of customer satisfaction rating.
- Maintain effective relationships with customers and fellow employees.
- Identify and seek new sources of revenue, establish/implement new marketing objectives and enhance operations.
- Maintain and utilize adequate knowledge and expertise to keep up to date on new technology changes.
- Assist in managing the printer, copier, and multifunctional product line life cycle from strategic planning to tactical activities.
- Analyze potential partner relationships for the product.
- Be available for regular work assignments during occasional evenings and weekends.
- Complete required certifications and attend formalized training courses on current equipment.

ADDITIONAL RESPONSIBILITIES:

- Maintain and submit neat and accurate reports in a timely fashion.
- Work as a team member and foster a cooperative work environment.
- Use and supervise use of copier equipment.
- Process high call activity within named account base, or territory
- Perform various and miscellaneous job-related duties as assigned

WORK DAY/WORKPLACE EXPECTATIONS:

1. Begin each day at our offices by 8:00 a.m. and finish each day at our offices no earlier than 5:00 p.m. You do not have to begin or end every day at the offices, but we expect you to be working at and for company business as specified by these times.
2. Take no more than 1 hour for lunch and/or personal activity during the workday.

3. Dress in a manner that is consistent with the Employee Handbook and to which is appropriate for your professional activities.
4. Work only on behalf of our company; no brokering “on the side” will be tolerated.
5. You must work under the company’s Confidentiality, Non-Competition, and Non-Solicitation Agreement.

MINIMUM JOB REQUIREMENTS:

1. High school diploma or GED, and
2. At least 1-4 years of experience in the field that is directly related to the duties and responsibilities specified or in a related area.

The intent of this job description is to provide a representative summary of the types of duties and responsibilities that will be required for this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. You may be requested to perform job-related tasks other than those specifically presented in this description.